

ACCESS STATEMENT

This access statement does not contain personal opinions as to our suitability for those with access needs, but aims to accurately describe the facilities and services that we offer all our guests/visitors

Access Statement for Leonardo Royal Hotel Edinburgh



Introduction

Leonardo Royal Hotel Edinburgh is situated in the heart of Edinburgh's city centre and only a staircase or a short walk around the corner to the famous Royal Mile. We are less than a three-minute walk from Waverly Train Station. Edinburgh has an excellent public transport system with buses and trams taking you to each end of the city. We are also very lucky to have a taxi rank outside of the hotel so you are picked up and dropped off at our front door.

We are a property consisting of 190 bedrooms. This is soon to be 290 bedrooms with the completion of our extension which is scheduled to finish in early 2025. We currently have 15 fully accessible bedrooms within the hotel all with wet room bathrooms to accommodate anyone with access needs. Our gym facilities are located in our lobby area on the ground floor along with our bar and restaurant.

We look forward to welcoming you to Leonardo Royal Hotel Edinburgh and ensuring you have a wonderful stay with us. If you wish to contact us directly for any further information, please call us or email us with the details provided below

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Contact telephone number – 0131 200 3300

Email address - _8f653@leonardohotels.com

Edinburgh Transport

Our city centre public transport system is Lothian buses who offer trams, buses and airport transfers to the city centre for a reasonable price. We suggest buying a day ticket as this allows you access to all buses for a 24-hour period. You can also buy a return ticket to the airport for the day you require.

The taxi firm we use at the hotel is city cabs. All taxis have wheelchair accessible features to accommodate all passengers. Their direct number is 0131 228 1211

The closest hop on hop off bus stop from the hotel is located less than a minute walk from the hotel on The Royal Mile. Our reception team have all the details and city maps if this is required.

Car Park Facilities

The hotel does not have any onsite parking for our guests but we have a discount with the closet car park from the hotel that is located at Waverly Train Station. We highly recommend dropping luggage off at the hotel before parking your vehicle. We are happy to store luggage. The reception team will stamp your car parking ticket before you check out of the hotel, which will apply a 20% discount of the car-parking bill. The address for the car park -

Waverly Station APCOA

New St

Edinburgh

EH1 1BB

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Arrival/Reception

Our main reception is open 24 hours where one of our lovely team members will be waiting to greet you. Our check in time for the hotel is 3PM but our team work tirelessly day in and day out to check our guests in as early as possible.

We offer a complimentary glass of prosecco on arrival and we have a complimentary welcome drink station with fresh fruit, biscuits and a choice of water or juice. We offer luggage assistance for all of our guests and we have an access ramp for anyone who may find it difficult to use stairs.

Our building separates in two and is fully accessible for anyone. After 11PM, the main door to the bedrooms will be locked and only accessible with a room key. This information is provided to our guests on check in and if there are any difficulties, our night manager is on hand to assist.

Bedrooms/Access

Access to our bedrooms is in the second building adjacent to the lobby building.

We have two elevators and a main stair case which can take you to the bedrooms

All access to corridors is security protected by key card activation. If you do not have a key card, you are not able to access the bedrooms

We have a clearly marked sign in our lift lobby instructing our guests where to go to find their room and all bedrooms are marked with numbers

All bedrooms come with a guest directory which instructs our guests on all facilities of the hotel

All bedrooms have air con which can be controlled from the panel in the room

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All bedrooms come with a mini fridge, complimentary water and tea and coffee making facilities

All of our linen is non-feather and non-allergenic

Accessible Bedrooms

We have 15 accessible bedrooms across 7 floors of the hotel

All accessible rooms come with a wet room and shower seat to support

Bathroom facilities and bed room facilities are lowered to accommodate wheel chair users

Support rails located in wet room and next to the toilet

Emergency cords located in bathroom and bedroom in case of emergency

Bed size – 1900mm length / 1520mm width / 500mm high

Bathroom size – 2 meter length / 210 meter width

Grab rail – 193mm distance from toilet

Bathroom door – 925mm width

Bedroom door – 925 mm width

Toilet height – 480mm

Ground Floor Facilities

Our bar and restaurant facilities are open to both our guests and outside public and are located on the ground floor and are level throughout.

The space can accommodate wheelchairs and the staff can move furniture if needed.

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The flooring in the bar and restaurant is mostly Amtico flooring with very small spaces of carpets.

Our bar area is used for breakfast service as well as the restaurant every morning and between both the area can sit approx. 128 guests at any given time

We can provide high chairs for young children if requested.

All guests are asked about any dietary requirements when entering the breakfast area.

Breakfast is a full self-serving buffet but assistance can be provided if requested.

We have a small stair case leading from the lobby to the elevators but there is also a wheelchair accessible ramp to take guests to the elevators.

We have toilet facilities located at the beginning of the restaurant. We also have one accessible toilet equipped with baby changing facilities.

The accessible toilet is fitted with an emergency alarm, if pulled the front of house team are alerted and first aiders will attend the toilet to ensure the guest is okay.

Personal Emergency Evacuation Plan

When checking into the hotel, our front office team will ask if anyone requires assistance in the case of an evacuation. We highlight the room number and both the FOH team and guest will fill out a PEEP form together. This is kept in different places of the hotel so all fire marshals and first aiders are aware the guests require assistance to leave the building.

All of our bedrooms have a fire evacuation plan on the back of the bedroom doors, which direct our guests to their nearest fire exit. In the case of an evacuation, staff members will be located on all floors to support and direct our guests calmly to the refuge point outside of the hotel

If the fire alarm is activated within the hotel, the senior management team receive a call and the fire brigade are automatically called to attend regardless if this is a false alarm.

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We have two evacuation chairs located in the main stair well of the building and these can be moved to all fire exits when needed

We have three main fire exits in the building. Stair case A stair case B stair case C

We have buzzers to provide to our hard of hearing guests if required. These are placed under the pillow and vibrate if the fire alarm is to be activated.

Assistance Dogs

We welcome trained assistance dogs at all of our Leonardo Hotels across the UK and Ireland, in line with the Equality Act 2010 (UK) and the Disability Act 2005 (Ireland). Guests with assistance dogs are welcome to stay in all of our hotels and visit all public areas, including meeting and events, restaurants, and bars. Our team is trained to support guests with assistance dogs, ensuring a comfortable and accessible stay. If you have specific needs or require any adjustments during your stay, please contact the hotel in advance so we can make the necessary arrangements.

Additional Information

The nearest pharmacy to the hotel

Right Medicine Pharmacy

67 High Street

Edinburgh

EH1 1SR

The nearest hospital to the hotel is

Edinburgh Royal Infirmary

51 Little France Crescent

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Old Dalkeith Road

EH16 4SA

Contact information for hotel

Leonardo Royal Hotel Edinburgh

43 Jeffrey Street

Edinburgh

EH1 1DH

0131 200 3300
